

WaterWatch

Customer Service Division: 703-248-5071

Web: www.ci.falls-church.va.us

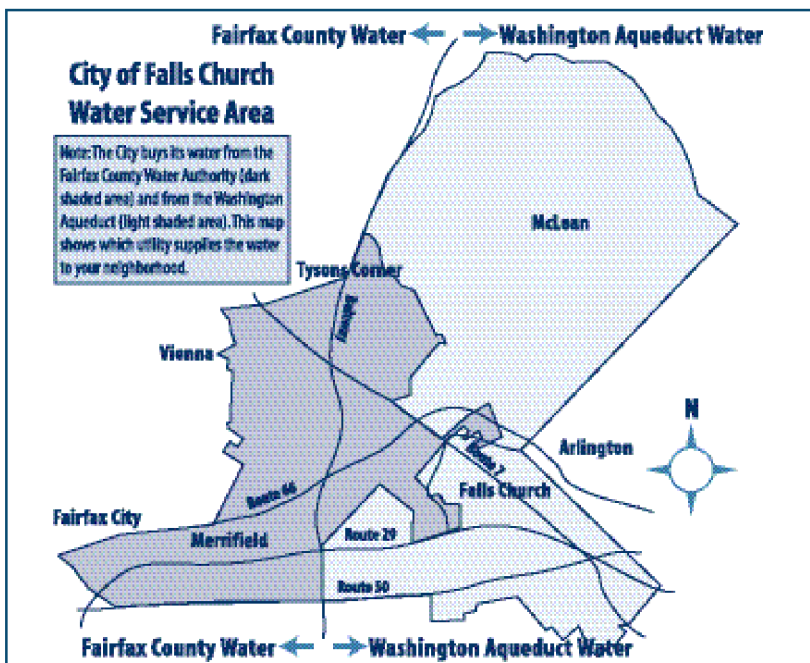
E-Mail: water@ci.falls-church.va.us

In This Issue...

- **Learn Where Your Water Comes From**
- **New! Electronic Bill Payment Option Coming in 2005**
- **Why Haven't I Received My Water Bill?**
- **Summary of Lead in the Water and Orthophosphate Treatment**
- **Use Water Wisely! - Use a Broom Instead of a Hose to Clean Your Driveway**
- **As a Reminder-Things to Remember Regarding Your Water Payment**

Where Does My Water Come From?

The City of Falls Church purchases its water from the Washington Aqueduct and from Fairfax Water. The chart below shows which utility supplies water to your neighborhood. The darker area depicts water purchased from Fairfax Water and the light area depicts water purchased from The Washington Aqueduct.



Remember....

- To make sure that the information on your account is correct, including your name and mailing address and to provide any updates such as a change in your telephone number so that we may contact you in case of an emergency. You can reach us at 703-248-5071.
- Your water meter must be accessible to be read quarterly for residences. Please keep grass and bushes trimmed in the vicinity of the meter and keep the lid free from debris and trash.
- It is important to know where the master valve is in your home in case you experience a major leak. The most common locations in your home are: where the water supply enters your home or near your water heater.
- U.S. Residents use more water than residents of other countries! The average in the U.S. is 50-100 gallons of water daily per person. The top three water uses are: toilet flushing, showers and laundry. Remember, Use Water Wisely!



Utility Billing Customer Service

300 Park Avenue, East Wing, Suite 100
Falls Church, VA 22046

Office Hours: Monday - Friday 8:00am - 5:00pm

Representatives are available from 8:00am - 5:00pm Monday - Friday.

Main number: 703-248-5071

After Hours Emergencies:

Chain Bridge Pumping Station

703-248-5044

703-248-5214 fax

Bill Payments

(Please do not include correspondence)

City of Falls Church

P.O. Box 37027

Baltimore, MD 21297-3027

On the Web

www.ci.falls-church.va.us

E-Mail: water@ci.falls-church.va.us

Electronic Bill Payment Option Now Available

As a result of your feedback, the City is working to provide you an alternative option to paying your water bills. Next year, water customers will be able to pay your water bill by having it automatically deducted from your checking account. The process is extremely safe; it will save you time and money on postage costs; and participation will be free. As the City moves closer to implementing this new payment option, we will keep you posted on our launch date of this new and improved service.

Billing Delays - Why Haven't I Received My Bill?

This summer the Customer Service Division has been working diligently to upgrade its billing technology to ensure that customer's bills are accurately calculated when going through our new system. As a result, Customer Service has had to delay mailing some customer's water bills to ensure that the information processed on your bill is correct.

While we regret any inconvenience this may have caused, the City values you as its customer and is working diligently to ensure that the bill you receive is correct. Once you receive your bill, please note that you still have 30 days to pay that bill and will not be asked to pay the bill within a shorter time period.

We expect our new and improved billing functions will enable our staff to mail your water bills on time during this billing cycle and beyond and look forward to continuing to provide you with the quality service that you have come to expect from our Division. Please feel free to contact our offices at 703-248-5071 should you have questions.

Summary of Lead in the Water and Orthophosphate Treatment

Since early February, the City has worked closely with the Washington Aqueduct, which treats and supplies the City's water, and its water partners Arlington County and the D.C. Water and Sewer Authority, to educate our water customers about their concerns of high lead levels in the water supply. As a result of elevated lead levels found only in Washington, D.C. homes, the City took proactive measures throughout the earlier part of 2004 to conduct extensive lead testing. These tests confirm that the City's water remains in compliance with the federal regulations for lead levels in drinking water, as the City's water service area has no lead service lines.

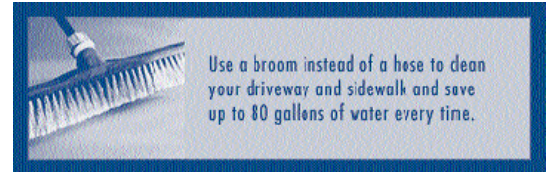
Still, to reduce the elevated lead levels found only in Washington, D.C. homes, Orthophosphate treatment was successfully introduced to our water supply on August 23, 2004. By applying orthophosphate, which is a food-grade chemical used by utilities nationwide, this treatment will aid in corrosion control within the City's water supply. Water customers should not and have not experienced any changes in the taste, odor, or appearance of their drinking water.

More detailed information about steps the City has taken to ensure low lead levels in its water supply and about the orthophosphate treatment process, please visit the City's website at www.ci.falls-church.va.us/services/waterservices.html.

Use Water Wisely!–

Use a Broom Instead of a Hose to Clean Your Driveway

In partnership with the Washington Metropolitan Council of Governments and the region's water suppliers, we encourage you to help the region conserve water through a variety of ways.



Water-Saving Tip #15–Use a broom instead of a hose to clean your driveway and sidewalk and save up to 80 gallons of water every time. A hose uses 10 gallons of water a minute. 8 minutes to clean your driveway x 10 gallons a minute = 80 gallons.